



Customer Services Assistant I Job Description

JOB TITLE	DEPARTMENT	PAY GRADE
Customer Services Assistant I	Customer Services	A4
CLASSIFICATION	REPORTS TO	SUPERVISES
Non-Exempt	Customer Services Supervisor	N/A

POSITION SUMMARY

The Customer Service Assistant I, provides consistent, accurate, and timely handling of library materials for circulation. Provides quality customer service and performs assigned departmental duties. Contributes to general orderliness of facilities and library materials. Collaborates with other staff to resolve circulation related issues and assists in creating a positive environment.

RESPONSIBILITIES

- Performs circulation and shelving activities for the Library, which may include checking in materials, filing holds, maintaining hold shelves, emptying book drops and processing periodicals/new materials, and sorting materials for transit.
- Performs tasks associated with opening and closing the department.
- Responsible for all aspects of paging list fulfillment: generate hold lists, pull materials, process holds, pull expired/cancelled holds and re-check materials for additional processing, and reconcile problem items by investigating their status and location.
- Ensures the quality of the collection by reviewing materials and routing damaged items to the appropriate department.
- Updates item records as needed.
- Monitors and maintains order in the public areas to ensure a safe and welcoming environment for customers.
- Responds to customer requests promptly and courteously, referring difficult or unusual requests to the appropriate Library staff with diplomacy.
- Assists in maintaining departmental statistics and reports.
- Collaborates on programs/projects with other staff.
- Seeks professional development opportunities and keeps current with relevant technology.
- Performs other related duties and special projects as assigned.

KNOWLEDGE/SKILLS/ABILITIES

- Demonstrates strong written and verbal communication in responding to customers and staff.
- Uses problem solving skills to assist in determining priorities and finding timely solutions to departmental or system-wide issues.
- Provides quality assistance to customers and staff by seeking to understand customers' needs and providing relevant support.
- Maintains confidentiality and remains calm even in stressful conditions.
- Uses multiple tools to answer questions, uses common office equipment and relevant computer software for daily tasks, communication and to maintain workflow. Keeps current in relevant technology.
- Strong organizational and time management abilities. Complete assignments and projects in a timely manner.
- Responsive to change and demonstrates adaptability.
- Maintains a positive approach while doing daily tasks and when faced with adversity.
- Ability to successfully collaborate with coworkers.

EDUCATION/EXPERIENCE/QUALIFICATIONS

- Highschool diploma or equivalent
- Minimum 2 years of customer service experience
- Bilingual is a plus

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to speak, hear, comprehend, and respond to staff, customers, and the public in person, in writing, and in telephone conversations
- Must have visual ability to see computer screens
- Must be able to manipulate computer keyboard, and other equipment
- May require sitting/standing/walking/ for prolong periods
- Moving/lifting requirement of 5 to 35 lbs
- Must have reliable means of transportation to attend meetings, conferences, and perform work in other locations

ACKNOWLEDGEMENT

I have read and understand the essential duties, responsibilities, and functions of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job duties and responsibilities may change as necessitated by the library's operational demands.

Employee's Signature

Date

Effective 9/21/20, 11/30/2020, 1/8/21